

# Memorandum

Date : AUG 23 2010

To : Carolina Garcia  
Supervising Parole Agent  
Division of Juvenile Parole Operations  
Sacramento Parole Office

Subject : **FOLLOW-UP REVIEW AT THE DIVISION OF JUVENILE PAROLE OPERATIONS,  
SACRAMENTO**

The purpose of this memorandum is to advise you that the Office of Audits and Court Compliance (OACC) will be conducting a Follow-up Operational/Peer Review on August 31, 2010 to the Operational/Peer Review conducted June 10 through 13, 2008.

OACC would like to schedule an entrance conference with you and/or appropriate staff on August 31, 2010 at 10:00 a.m., to discuss briefly the method by which the Follow-up Review will be conducted.

The Follow-up Review will focus on partial and noncompliant findings and implementation of corrective measures listed in the approved corrective action plan (CAP) and Management Memorandum. To expedite the Follow-up Review process, please assemble proof of practice for corrected items. For example, if training was cited in your CAP as the way to correct the deficiency, please provide training records; if policies were being revised, please provide the revised policy, etc. This information will be needed at the time of the entrance conference.

If you should have any questions, please contact Eric Fransham, Parole Agent III, at (916) 255-2747.



GEORGE VALENCIA  
Youth Authority Administrator  
Office of Audits and Court Compliance

## Attachments

cc: Bernard Warner, Division of Juvenile Justice  
Rachel Rios, Division of Juvenile Parole Operations  
Kathy Johnson, Division of Juvenile Parole Operations  
Frank Gomes, Division of Juvenile Justice  
Dorene Nylund, Office of Audits and Court Compliance  
Eric Fransham, Office of Audits and Court Compliance

# Adult and Juvenile Peer Reviews Area of Responsibility

The Office of Audits and Compliance (OAC) Adult and Juvenile Peer Reviews are a coordinated effort to include: The Office of Correctional Safety; Office of Court Compliance; Classification Services Unit; Case Records Administration; Inmate Appeals Branch; Division of Facilities Management; and Enterprise Information Services.

OAC only conducts follow-up reviews in our areas of responsibility. This responsibility includes Business Services, Education, Administrative Segregation Due Process and Security and Escape Prevention.

OAC is not responsible for follow-up reviews in the following areas: Office of Correctional Safety; Office of Court Compliance; Classification Services Unit; Case Records Administration; Inmate Appeals Branch; Division of Facilities Management; and Enterprise Information Services' Information Security Office.

Follow-up reviews conducted by OAC are scheduled as follows:

- If adult institutions/prisons/facilities score below 90 percent in Security and Escape Prevention and in Education, a six month follow-up is scheduled.
- If adult institutions/prisons/facilities score below 85 percent in Administrative Segregation Due Process, a six month follow-up is scheduled.
- The Business Services section schedules a follow-up based on the number of findings at the institution/prison/facility.

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

MANAGEMENT MEMORANDUM REGARDING THE PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Parole Operations

January 1, 2008 through January 31, 2008

Finding 1: No up-to-date policy in the Parole Services Manual.

| The Office of Audits and Compliance recommends that the DJPO SAC take the following actions: |  |                            |  |                         |                   |                    |                  |
|--|--|----------------------------|--|-------------------------|-------------------|--------------------|------------------|
| Item   | Recommendations/<br>Description  | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *     | Follow-up Review |
| 1  | Contact Division of Juvenile Justice Policy and Regulations to ensure that revised policy in the aforementioned sections are forwarded to DJPOSAC and ensure that DJPOSAC is on the distribution list to receive up-to-date policies for the Parole Services Manual. | Supervising Parole Agent   | 1. Contact Division of Juvenile Justice Policy and Regulations via memorandum to ensure that revised policy in the aforementioned sections are forwarded to DJPO SAC and ensure that DJPO SAC is on the distribution list to receive up-to-date policies for the Parole Services Manual. | 9/30/08                 | Incomplete        | Copy of Memorandum |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

MANAGEMENT MEMORANDUM REGARDING THE PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Parole Operations

January 1, 2008 through January 31, 2008

Finding 2: Conflicting information on parolees assigned level of supervision.

| The Office of Audits and Compliance recommends that DJPO SAC take the following actions: |  |                            |  |                         |                   |                           |                  |  |
|--|--|----------------------------|--|-------------------------|-------------------|---------------------------|------------------|--|
| Item   | Recommendations/<br>Description  | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *            | Follow-up Review |  |
| 2  | Reconcile the Case Review Summary (CRS) and parole unit roster consistently to have accurate information on the supervision level of the parolees. | Regional Administrator     | 1. Instruct DJPO SAC SPA via memorandum to reconcile the unit roster with the latest Casework Summary Report to have accurate information on the supervision levels of parolees. | 9/30/08                 | Incomplete        | Copy of Memorandum to SPA |                  |  |
|  |  | Supervising Parole Agent   | 1. Audit Case Review Summaries with assigned level of supervision every six months.  | 10/30/08                | Incomplete        | Audit Results             |                  |  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

MANAGEMENT MEMORANDUM REGARDING THE PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Parole Operations

January 1, 2008 through January 31, 2008

Finding 3: One line notations in contact records.

| The Office of Audits and Compliance recommends that DJPO SAC take the following actions: |   |                            |  |                         |                   |   |                  |
|--|---|----------------------------|--|-------------------------|-------------------|---|------------------|
| Item   | Recommendations/<br>Description   | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *                                      | Follow-up Review |
| 3  | Train agents on making clear and concise notations in the Field Information System (FIS). | Supervising Parole Agent   | 1. Train all parole agents on the importance of clear and concise notations on the Field Information System (FIS). | 10/30/08                | Incomplete        | In Service Training Roster and Unit meeting minutes |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

MANAGEMENT MEMORANDUM REGARDING THE PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Parole Operations

January 1, 2008 through January 31, 2008

Finding 4: Multiple methods of tracking field contacts and the Case Review Summary (CRS) with parolees.

| The Office of Audits and Compliance recommends that DJPO SAC take the following actions: |   |                            |  |                         |                   |                          |                  |
|--|---|----------------------------|--|-------------------------|-------------------|--------------------------|------------------|
| Item   | Recommendations/<br>Description   | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *           | Follow-up Review |
| 4  | Have agents utilize one method of entering information in the field contacts and the Case Review Summary (CRS). | Parole Policy Workgroup    | 1. Determine which database/tracking system will be utilized when documenting parole contacts and Case Review Summaries. | 11/1/08                 | Incomplete        | Policy Workgroup Minutes |                  |
|  |   | Regional Administrator     | 1. Notify DJPOSAC on the selected database / tracking system.  | 12/1/08                 | Incomplete        | Memorandum               |                  |
|  |   | Supervising Parole Agent   | 1. Train employees on the use of the selected system.  | 1/1/09                  | Incomplete        | Training Roster          |                  |
|  |   | Supervising Parole Agent   | 1. Start auditing the selected database/ tracking system to ensure it is being utilized by Parole Agents.                | 2/1/09                  | Incomplete        | Audit Results            |                  |

\* There is currently no policy that dictates that FIS is the primary method of documenting contacts and Case Review Su mmaries.

FIS is the preferred method for documenting contacts and case Review Summaries. However, if FIS is not working, agents can document in MS Word pending availability of FIS. The Agent is responsible for transcribing notes to FIS when available. (MS Word can be copy/pasted into FIS).

| The Office of Audits and Compliance recommends that the Division of Juvenile Parole Operations, Sacramento (DJPOSAC) take the following actions: |   |                            |   |                         |                   |                         |                  |
|--|---|----------------------------|---|-------------------------|-------------------|-------------------------|------------------|
| Item   | Recommendations/<br>Description   | Action Required<br>By Whom | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *          | Follow-up Review |
| 1.1  | Review the Parole Services Manual (PSM), Section 1210 and Performance Standard (PS), Section 13 to determine if special consideration must be given to parole agents that have to travel long distances to make their first face-to-face contact. If it is determined that special consideration must be given, amend policy to accommodate long travel | Director of Parole         | 1. Develop small workgroup to review existing policy relating to parole contact standards as they apply to resident agents who have a large geographical service area and have to travel long distances | 12/08                   | Incomplete        | Minutes / Memorandum    |                  |
|  |   | Regional Administrators    | 1. Review workgroup recommendations for amendment and approval for submission to policy unit  | 01/09                   | Incomplete        | Copy of recommendations |                  |
|  |   | Parole Policy workgroup    | 1. Submission of revised Parole Services Manual to policy unit  | 02/09                   | Incomplete        | Copy of new policy      |                  |
|  |   |                            |   |                         |                   |                         |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Contact and Supervision Standards

June 10 through 13, 2008

Finding 2: The DJPOSAC is not meeting the weekly contact standards for the first 30 days for parolees that are initially released and assigned an IRE or RRE supervision level.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |   |                            |   |                         |                   |                         |                  |
|---|---|----------------------------|---|-------------------------|-------------------|-------------------------|------------------|
| Item  | Recommendations/<br>Description   | Action Required<br>By Whom | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *          | Follow-up Review |
| 2.1   | Review PSM, Sections 1350 and 1210, and PS, Section 23 to determine if the policy needs to be adjusted to address parole agents covering large geographical areas | Director of Parole         | 1. Develop small workgroup to review existing policy relating to parole contact standards as they apply to resident agents who have a large geographical service area and have to travel long distances | 12/08                   | Incomplete        | Minutes / Memorandum    |                  |
|   |   | Regional Administrators    | 1. Review workgroup recommendations for amendment and approval for submission to policy unit  | 01/09                   | Incomplete        | Copy of recommendations |                  |
|   |   | Parole Policy workgroup    | 1. Submission of revised Parole Services Manual to policy unit  | 02/09                   | Incomplete        | Copy of new policy      |                  |



CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Contact and Supervision Standards

June 10 through 13, 2008

Finding 3: The DJPOSAC is not meeting the supervision contact requirements for parolees that are assigned to IRE, RRE, medium and minimum supervision levels.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |  |                                 |   |                         |                   |  |                  |
|---|--|---------------------------------|---|-------------------------|-------------------|--|------------------|
| Item  | Recommendations/<br>Description  | Action Required<br>By Whom      | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP   | Follow-up Review |
| 3.1   | The Supervising Parole Agent (SPA) monitors the Case Review Summaries to ensure parole agents are adhering to the contacts standards for the supervision of parolees | Northern Regional Administrator | 1. Develop a memorandum to all Supervising Parole Agents with copies of Policy and Standards regarding contact standards, case review summary documentation, and process for documenting deviations | 11/08                   | Incomplete        | Memorandum   |                  |
|   |  | Supervising Parole Agent        | 1. Supervising Parole Agent to discuss case review summary documentation, contact standards and deviations with the Parole Agents at a Unit Meeting   | 11/08                   | Incomplete        | Unit Meeting Minutes and do random sampling of case review summaries |                  |
|   |  |                                 | 2. The Supervising Parole Agent will conduct a random sampling of case reviews completed in October, 2008 to ensure that appropriate contacts or deviations are documented                          | 11/08                   | Incomplete        | Random Unit audit sheet  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description   | Action Required<br>By Whom  | Proposed Action Plan  | Date To Be<br>Completed                      | Current<br>Status  | Comments/POP   | Follow-up Review |
|------|---|---|---|--|--|--|------------------|
| 3.2  | The SPA conducts training on the contact standards and supervision of parolees with the Assistant Supervising Parole Agent (ASPA) and the parole agents | Director of Parole<br><br>Northern Parole Headquarters Regional<br><br>Supervising Parole Agent | 1. Include contact standards as a topic for Parole Agent training and as curriculum at the Parole Agent Academy<br><br>1. Review policy at an SPA meeting with all Supervising Parole Agents on contact standards, proper documentation on case reviews and deviations<br><br>1. Review with all Parole Agents the Parole Services Manual - Section 1210 - Performance Standard #23<br><br>2. Review with all Parole Agents and Assistant Supervising Parole Agents the appropriate documentation for deviation and documentation for contact standards | 10/08<br><br>10/08<br><br>10/08<br><br>11/08 | Complete<br><br>Incomplete<br><br>Incomplete<br><br>Incomplete | Training agendas<br><br>Supervising Parole Agent Meeting Minutes<br><br>Unit Meeting Minutes and training sign in sheets for all Parole Agents<br><br>Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
| 3.3  | Review the proposed revision of the PSM to ensure that it addresses contact and supervision standards for the parolee population                        | Director of Parole<br><br>Regional Administrators<br><br>Parole Policy workgroup                | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined<br><br>1. Review policy updates and approve for submission to the policy unit<br><br>1. Submission of revised Parole Services Manual to policy unit  | 11/08<br><br>1/09<br><br>2/09                | Incomplete<br><br>Incomplete<br><br>Incomplete                 | Work Group Meeting Minutes<br><br>Approval of policy updates<br><br>Memorandum outlining submission  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description                                      | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP   | Follow-up Review |
|------|--|----------------------------|--|-------------------------|-------------------|--|------------------|
| 3.4  | Include clear policy that addresses the RRE in the PSM               | Director of Parole         | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined | 10/08                   | Incomplete        | Work Group Meeting Minutes                               |                  |
|      |  | Regional Administrators    | 1. Review policy updates and approve for submission to the policy unit   | 11/08                   | Incomplete        | Approval of policy updates                               |                  |
|      |  | Parole Policy workgroup    | 1. Submission of revised Parole Services Manual to policy unit   | 12/08                   | Incomplete        | Memorandum outlining submission                          |                  |
| 3.5  | Address parole agent and support staff vacancies through recruitment | Director of Parole         | 1. Review and reconcile parole positions for DJJ parole branch and identify worksite staff deficiencies                                  | 11/08                   | Complete          | 7A Documentation   |                  |
|      |  | Regional Administrator     | 1. Review vacant positions and advertise for vacancies   | 11/08                   | Incomplete        | Memorandum   |                  |
|      |  | Supervising Parole Agent   | 1. Review Certification list and schedule interviews for vacant positions  | 12/08                   | Incomplete        | Interview notes / schedule request for hiring memorandum |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Contact and Supervision Standards

June 10 through 13, 2008

Finding 4: The DJPOSAC is not meeting half the contact standards in the field for parolees assigned an IRE supervision level.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |  |                                 |   |                         |                   |  |                  |
|---|--|---------------------------------|---|-------------------------|-------------------|--|------------------|
| Item  | Recommendations/<br>Description  | Action Required<br>By Whom      | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
| 4.1   | The Supervising Parole Agent (SPA) monitors the Case Review Summaries to ensure parole agents are adhering to the contacts standards for the supervision of parolees | Northern Regional Administrator | 1. Develop a memorandum to all Supervising Parole Agents with copies of Policy and Standards regarding contact standards, case review summary documentation, and process for documenting deviations | 11/08                   | Incomplete        | Memorandum to unit   |                  |
|   |  | Supervising Parole Agent        | 1. Supervising Parole Agent to discuss case review summary documentation, contact standards and deviations with the Parole Agents at a Unit Meeting   | 11/08                   | Incomplete        | Unit Meeting Minutes and do random sampling of case review summaries |                  |
|   |  |                                 | 2. The Supervising Parole Agent will conduct a random sampling of case reviews completed in October, 2008 to ensure that appropriate contacts or deviations are documented                          | 11/08                   | Incomplete        | Random Unit audit sheet  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description  | Action Required<br>By Whom  | Proposed Action Plan   | Date To Be<br>Completed                      | Current<br>Status  | Comments/POP *   | Follow-up Review |
|------|--|---|--|--|--|--|------------------|
| 4.2  | The SPA conducts training on the contact standards and supervision of parolees with the ASPA and the parole agents               | Director of Parole<br><br>Northern Parole Headquarters Regional<br><br>Supervising Parole Agent | 1. Include contact standards as a topic for Parole Agent training and as curriculum at the Parole Agent Academy<br><br>1 Review policy at an SPA meeting with all Supervising Parole Agents on contact standards, proper documentation on case reviews and deviations<br><br>1. Review with all Parole Agents the Parole Services Manual - Section 1210 - Performance Standard #23<br><br>2. Review with all Parole Agents and Assistant Supervising Parole Agents the appropriate documentation for deviation and documentation for contact standards | 12/08<br><br>12/08<br><br>12/08<br><br>12/08 | Complete<br><br>Incomplete<br><br>Incomplete<br><br>Incomplete | Training agendas<br><br>Supervising Parole Agent meeting minutes<br><br>Unit meeting minutes and training sign in sheets for all Parole Agents<br><br>Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
| 4.3  | Review the proposed revision of the PSM to ensure that it addresses contact and supervision standards for the parolee population | Director of Parole<br><br>Regional Administrators<br><br>Parole Policy workgroup                | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined<br><br>1. Review policy updates and approve for submission to the policy unit<br><br>1. Submission of revised Parole Services Manual to policy unit   | 10/08<br><br>11/08<br><br>12/08              | Incomplete<br><br>Incomplete<br><br>Incomplete                 | Work Group Meeting Minutes<br><br>Approval of policy updates<br><br>Memorandum outlining submission  |                  |

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO**

**CORRECTIVE ACTION PLAN**

**Contact and Supervision Standards**

**June 10 through 13, 2008**

| Item | Recommendations/<br>Description                                      | Action Required<br>By Whom | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|----------------------------|---|-------------------------|-------------------|--|------------------|
| 4.4  | Address parole agent and support staff vacancies through recruitment | Director of Parole         | 1. Review and reconcile parole positions for DJJ parole branch and identify worksite staff deficiencies | 11/08                   | Complete          | 7A Documentation   |                  |
|      |  | Regional Administrator     | 1. Review vacant positions and advertise for vacancies  | 11/08                   | Incomplete        | Memorandum   |                  |
|      |  | Supervising Parole Agent   | 1. Review Certification list and schedule interviews for vacant positions                               | 12/08                   | Incomplete        | Interview notes / schedule request for hiring memorandum |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Contact and Supervision Standards

June 10 through 13, 2008

Finding 5: The DJPOSAC is not assigning a supervision level at subsequent case reviews for parolees assigned an IRE supervision level.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |  |                                 |   |                         |                   |  |                  |
|---|--|---------------------------------|---|-------------------------|-------------------|--|------------------|
| Item  | Recommendations/<br>Description  | Action Required<br>By Whom      | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
| 5.1   | The Supervising Parole Agent (SPA) monitors the Case Review Summaries to ensure parole agents are adhering to the contacts standards for the supervision of parolees | Northern Regional Administrator | 1. Develop a memorandum to all Supervising Parole Agents with copies of Policy and Standards regarding contact standards, case review summary documentation, and process for documenting deviations | 11/08                   | Incomplete        | Memorandum to unit   |                  |
|   |  | Supervising Parole Agent        | 1. Supervising Parole Agent to discuss case review summary documentation, contact standards and deviations with the Parole Agents at a Unit Meeting   | 11/08                   | Incomplete        | Unit Meeting Minutes and do random sampling of case review summaries |                  |
|   |  |                                 | 2. The Supervising Parole Agent will conduct a random sampling of case reviews completed in October, 2008 to ensure that appropriate contacts or deviations are documented                          | 11/08                   | Incomplete        | Random Unit audit sheet  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description  | Action Required<br>By Whom            | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|---------------------------------------|--|-------------------------|-------------------|--|------------------|
| 5.2  | The SPA conducts training on the contact standards and supervision of parolees with the ASPA and the parole agents               | Director of Parole                    | 1. Include contact standards as a topic for Parole Agent training and as curriculum at the Parole Agent Academy  | 12/08                   | Complete          | Training agendas   |                  |
|      |  | Northern Parole Headquarters Regional | 1. Review policy at an SPA meeting with all Supervising Parole Agents on contact standards, proper documentation on case reviews and deviations              | 12/08                   | Incomplete        | Supervising Parole Agent meeting minutes                               |                  |
|      |  | Supervising Parole Agent              | 1. Review with all Parole Agents the Parole Services Manual - Section 1210 - Performance Standard #23  | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
|      |  |                                       | 2. Review with all Parole Agents and Assistant Supervising Parole Agents the appropriate documentation for deviation and documentation for contact standards | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
| 5.3  | Review the proposed revision of the PSM to ensure that it addresses contact and supervision standards for the parolee population | Director of Parole                    | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined                     | 10/08                   | Incomplete        | Work Group Meeting Minutes   |                  |
|      |  | Regional Administrators               | 1. Review policy updates and approve for submission to the policy unit   | 11/08                   | Incomplete        | Approval of policy updates   |                  |
|      |  | Parole Policy workgroup               | 1. Submission of revised Parole Services Manual to policy unit   | 12/08                   | Incomplete        | Memorandum outlining submission  |                  |



**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO**

**CORRECTIVE ACTION PLAN**

**Contact and Supervision Standards**

**June 10 through 13, 2008**

| Item | Recommendations/<br>Description                                      | Action Required<br>By Whom | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|----------------------------|---|-------------------------|-------------------|--|------------------|
| 5.4  | Address parole agent and support staff vacancies through recruitment | Director of Parole         | 1. Review and reconcile parole positions for DJJ parole branch and identify worksite staff deficiencies | 11/08                   | Complete          | 7A Documentation   |                  |
|      |  | Regional Administrator     | 1. Review vacant positions and advertise for vacancies  | 11/08                   | Incomplete        | Memorandum   |                  |
|      |  | Supervising Parole Agent   | 1. Review Certification list and schedule interviews for vacant positions                               | 12/08                   | Incomplete        | Interview notes / schedule request for hiring memorandum |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

CORRECTIVE ACTION PLAN

Contact and Supervision Standards

June 10 through 13, 2008

Finding 6: The DJPOSAC is not assigning a supervision level upon initial release to parole for parolees assigned an IRE supervision level.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |  |                                 |   |                         |                   |  |                  |
|---|--|---------------------------------|---|-------------------------|-------------------|--|------------------|
| Item  | Recommendations/<br>Description  | Action Required<br>By Whom      | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
| 6.1   | The Supervising Parole Agent (SPA) monitors the Case Review Summaries to ensure parole agents are adhering to the contacts standards for the supervision of parolees | Northern Regional Administrator | 1. Develop a memorandum to all Supervising Parole Agents with copies of Policy and Standards regarding contact standards, case review summary documentation, and process for documenting deviations | 11/08                   | Incomplete        | Memorandum to unit   |                  |
|   |  | Supervising Parole Agent        | 1. Supervising Parole Agent to discuss case review summary documentation, contact standards and deviations with the Parole Agents at a Unit Meeting   | 11/08                   | Incomplete        | Unit Meeting Minutes and do random sampling of case review summaries |                  |
|   |  |                                 | 2. The Supervising Parole Agent will conduct a random sampling of case reviews completed in October, 2008 to ensure that appropriate contacts or deviations are documented                          | 11/08                   | Incomplete        | Random Unit audit sheet  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description  | Action Required<br>By Whom            | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|---------------------------------------|--|-------------------------|-------------------|--|------------------|
| 6.2  | The SPA conducts training on the contact standards and supervision of parolees with the ASPA and the parole agents               | Director of Parole                    | 1. Include contact standards as a topic for Parole Agent training and as curriculum at the Parole Agent Academy  | 12/08                   | Complete          | Training agendas   |                  |
|      |  | Northern Parole Headquarters Regional | 1. Review policy at an SPA meeting with all Supervising Parole Agents on contact standards, proper documentation on case reviews and deviations              | 12/08                   | Incomplete        | Supervising Parole Agent meeting minutes                               |                  |
|      |  | Supervising Parole Agent              | 1. Review with all Parole Agents the Parole Services Manual - Section 1210 - Performance Standard #23  | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
|      |  |                                       | 2. Review with all Parole Agents and Assistant Supervising Parole Agents the appropriate documentation for deviation and documentation for contact standards | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
| 6.3  | Review the proposed revision of the PSM to ensure that it addresses contact and supervision standards for the parolee population | Director of Parole                    | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined                     | 10/08                   | Incomplete        | Work Group Meeting Minutes   |                  |
|      |  | Regional Administrators               | 1. Review policy updates and approve for submission to the policy unit   | 11/08                   | Incomplete        | Approval of policy updates   |                  |
|      |  | Parole Policy workgroup               | 1. Submission of revised Parole Services Manual to Policy Unit   | 12/08                   | Incomplete        | Memorandum outlining submission  |                  |

**CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION**

**PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO**

**CORRECTIVE ACTION PLAN**

**Contact and Supervision Standards**

**June 10 through 13, 2008**

| Item | Recommendations/<br>Description                                      | Action Required<br>By Whom | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|----------------------------|---|-------------------------|-------------------|--|------------------|
| 6.4  | Address parole agent and support staff vacancies through recruitment | Director of Parole         | 1. Review and reconcile parole positions for DJJ parole branch and identify worksite staff deficiencies | 10/08                   | Complete          | 7A Documentation   |                  |
|      |  | Regional Administrator     | 1. Review vacant positions and advertise for vacancies  | 11/08                   | Incomplete        | Memorandum   |                  |
|      |  | Supervising Parole Agent   | 1. Review Certification list and schedule interviews for vacant positions                               | 12/08                   | Incomplete        | Interview notes / schedule request for hiring memorandum |                  |

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

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Finding 7: The DJPOSAC is not contacting parolees assigned an RRE supervision level at least once while in custody.

| The Office of Audits and Compliance recommends that the DJPOSAC take the following actions: |  |                                 |   |                         |                   |  |                  |
|---|--|---------------------------------|---|-------------------------|-------------------|--|------------------|
| Item  | Recommendations/<br>Description  | Action Required<br>By Whom      | Proposed Action Plan  | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
| 7.1   | The Supervising Parole Agent (SPA) monitors the Case Review Summaries to ensure parole agents are adhering to the contacts standards for the supervision of parolees | Northern Regional Administrator | 1. Develop a memorandum to all Supervising Parole Agents with copies of Policy and Standards regarding contact standards, case review summary documentation, and process for documenting deviations | 11/08                   | Incomplete        | Memorandum to unit   |                  |
|   |  | Supervising Parole Agent        | 1. Supervising Parole Agent to discuss case review summary documentation, contact standards and deviations with the Parole Agents at a Unit Meeting   | 11/08                   | Incomplete        | Unit Meeting minutes and do random sampling of case review summaries |                  |
|   |  |                                 | 2. The Supervising Parole Agent will conduct a random sampling of case reviews completed in October, 2008 to ensure that appropriate contacts or deviations are documented                          | 11/08                   | Incomplete        | Random Unit audit sheet  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description  | Action Required<br>By Whom            | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *   | Follow-up Review |
|------|--|---------------------------------------|--|-------------------------|-------------------|--|------------------|
| 7.2  | The SPA conducts training on the contact standards and supervision of parolees with the ASPA and the parole agents               | Director of Parole                    | 1. Include contact standards as a topic for Parole Agent training and as curriculum at the Parole Agent Academy  | 12/08                   | Complete          | Training agendas   |                  |
|      |  | Northern Parole Headquarters Regional | 1. Review policy at an SPA meeting with all Supervising Parole Agents on contact standards, proper documentation on case reviews and deviations              | 12/08                   | Incomplete        | Supervising Parole Agent meeting minutes                               |                  |
|      |  | Supervising Parole Agent              | 1. Review with all Parole Agents the Parole Services Manual - Section 1210 - Performance Standard #23  | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
|      |  |                                       | 2. Review with all Parole Agents and Assistant Supervising Parole Agents the appropriate documentation for deviation and documentation for contact standards | 12/08                   | Incomplete        | Unit meeting minutes and training sign in sheets for all Parole Agents |                  |
| 7.3  | Review the proposed revision of the PSM to ensure that it addresses contact and supervision standards for the parolee population | Director of Parole                    | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined                     | 10/08                   | Incomplete        | Work Group Meeting Minutes   |                  |
|      |  | Regional Administrators               | 1. Review policy updates and approve for submission to the policy unit   | 11/08                   | Incomplete        | Approval of policy updates   |                  |
|      |  | Parole Policy workgroup               | 1. Submission of revised Parole Services Manual to policy unit   | 12/08                   | Incomplete        | Memorandum outlining submission  |                  |

# CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

## PEER REVIEW OF THE DIVISION OF JUVENILE PAROLE OPERATIONS, SACRAMENTO

### CORRECTIVE ACTION PLAN

#### Contact and Supervision Standards

June 10 through 13, 2008

| Item | Recommendations/<br>Description                                      | Action Required<br>By Whom | Proposed Action Plan   | Date To Be<br>Completed | Current<br>Status | Comments/POP *                                     | Follow-up Review |
|------|--|----------------------------|--|-------------------------|-------------------|--|------------------|
| 7.4  | Include clear policy that addresses the RRE in the PSM               | Director of Parole         | 1. Develop small workgroup to review existing revisions to Parole Services Manual and ensure that contact standards are clearly outlined | 10/08                   | Incomplete        | Work Group Meeting Minutes                         |                  |
|      |  | Regional Administrators    | 1. Review policy updates and approve for submission to the policy unit   | 11/08                   | Incomplete        | Approval of policy updates                         |                  |
|      |  | Parole Policy workgroup    | 1. Submission of revised Parole Services Manual to Policy Unit   | 12/08                   | Incomplete        | Memorandum outlining submission                    |                  |
| 7.5  | Address parole agent and support staff vacancies through recruitment | Director of Parole         | 1. Review and reconcile parole positions for DJJ parole branch and identify worksite staff deficiencies                                  | 11/08                   | Complete          | 7A Documentation                                   |                  |
|      |  | Regional Administrator     | 1. Review vacant positions and advertise for vacancies   | 11/08                   | Incomplete        | Memorandum   |                  |
|      |  | Supervising Parole Agent   | 1. Review Certification list and schedule interviews for vacant positions  | 12/08                   | Incomplete        | Interview notes / schedule request for hiring memo |                  |